DEFENSE

TELECOMMUNICATIONS SERVICE
WASHINGTON

DTS-W SECURE WEB PORTAL
'Your Account'

May 2004

www.dtsw.army.mil
dtswcustomercare@hqda.army.mil
DTS-W Customer Care Center 703-697-2193

DTS-W SECURE WEB PORTAL

On Friday, 16 April 2004, DTS-W deployed a new secure web portal making it easier for customers to manage their accounts with DTS-W in a secure online environment (e-Government). The site offers access to financial data, as well as each customer's personal profile and information regarding the telecommunications accounts under their responsibility.

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From the secure side of DTS-W's web site, customers have access to:

- Account Management – check billing account balances
- Invoice Management – view electronic invoices and billing statements
- Service Management - manage and request calling card service changes
- Profile Management – view and update personal and BAC information.

*This portal for the first time provides the customer and DTS-W customer care representatives with real time access to critical **information** such as contact and BAC profiles.

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DTS-W SECURE WEB PORTAL

❑DTS-W Public Web Site

❑DTS-W SECURE WEB PORTAL

➢PROFILES – PERSONAL AND BAC

➢BILLING AND FINANCIAL INFORMATION

➢CALLING CARD MANAGEMENT

❖ *DATA FOR THE SECURE WEB PORTAL IS REAL TIME FROM DTS-W FINANCIALS & ASSET MANAGEMENT DATABASE.*

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DTS-W SECURE WEB PORTAL

➢ ACCOUNT CHANGE FORM

➢ QUESTIONS

❑ IF YOU WOULD LIKE ADDITIONAL INFORMATION ABOUT THE DTS-W SECURE WEB PORTAL OR THE DTS-W PUBLIC WEB SITE PLEASE LEAVE US YOUR NAME, BAC, PHONE NUMBER AND EMAIL ADDRESS. THANKS

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